

Continuity of Care Course Objectives

By the end of this course you should have an understanding of:

- **Essential elements of the guiding legislation**
- **DPS Policies and procedures for accessing the Continuity of Care system through TLETS**
- **Message key used to access the Continuity of Care system**
- **The interpretation of responses from the Department of State Health Services database**

Introduction

Participants in the Continuity of Care Program:

- The Texas Department of State Health Services (DSHS)**
- The Texas Department of Public Safety (DPS)**
- Local mental health and mental retardation authorities (LMHA)**
 - includes community mental health centers which are part of DSHS as well as behavioral health services operating under the NorthSTAR system.**
- Local and county jails under the supervision of the Texas Commission on Jail Standards (TCJS)**
- The Texas Correctional Office on Offenders with Medical or Mental Impairments (TCOOMMI), a component within the Texas Department of Criminal Justice (TDCJ)**

Guiding Legislation

Health and Safety Code Chapter 614:

- **Identifies the medical, psychiatric, and psychological care and treatment needs of offenders with medical or mental impairments when they are incarcerated.**
- **Outlines requirements of the participants:**
 - **Identify offenders with mental impairments in the criminal justice system**
 - **Provide services needed by offenders with mental impairments to re-enter the community successfully**
 - **Develop policies and procedures for the coordination of care and the exchange of information on special needs offenders**

Process Used Prior to Automation

- **Developed by TCOOMMI, DSHS, and TCJS.**
- **At booking, information is manually shared between local & county jails and the LMHA, typically by facsimile.**
- **Response may take up to 72 hours**

Guiding Legislation

Senate Bill 839 adopted during the 80th Legislature, amended the processes for dealing with offenders in the criminal justice system diagnosed with mental impairments. Its primary intent was to ensure expediency to support continuity of care, specifically for post-booking jail diversion activities at the local jails.

Senate Bill 839 required DSHS to develop a process for real-time identification of persons in the DSHS client database.

DPS was added to the continuity of care program for the sole purpose of providing local and county jail personnel real-time access to information in the DSHS client database.

Policies and Procedures

Participants are authorized to:

- **Accept information relating to a special needs offender for the purposes of continuity of care, regardless of whether other state laws make that information confidential.**
- **Disclose the offender's identity, medical and mental health history, needs, treatment, supervision status, compliance with supervision, etc. as long as the disclosure is related to continuity of care services.**

A person commits a Class B misdemeanor offense if the person releases or discloses confidential information obtained through this process for the purposes other than continuity of care and services, except as authorized by other law or by the consent of the person to whom the information relates

Policies and Procedures

As a result of the 80th Legislature, DPS and DSHS worked together to automate access to the DSHS client database through TLETS.

DPS created a message key (CCQ) that allows authorized individuals at local and county jails access to the DSHS client information.

Every subject should be checked against the DSHS client database during the booking process. It is important that the authorized requestor analyze the information carefully for a match.

When a TLETS inquiry results in a positive match, DSHS generates a notification to the LMHA of the TLETS inquiry and the results through the DSHS system.

Policies and Procedures

Jails authorized to perform the TLETS Continuity of Care transactions should collaborate with their LMHA and agree on the exact protocols to be used when an offender is identified in the TLETS response.

The Jail and community center must follow a specific communication plan so that a continuity of care decision can be clearly expressed by the LMHA to the jail and the jail can take the appropriate action.

It is appropriate for the jail to disclose booking information regarding the DSHS client to the community center.

Data returned from the DSHS database through TLETS may only be used by jails to provide continuity of care services to persons in their custody. The information may not be disseminated or used for any other purpose.

All LMHAs are required by law to exchange information with those local and county jails being supervised by the TCJS.

Policies and Procedures

Data returned from the DSHS database through TLETS may only be used by jails to provide continuity of care services to persons in their custody. The information may not be disseminated or used for any other purpose.

Information received through TLETS must be destroyed or stored in a locked and secure environment which is only available to authorized persons and command staff as determined by the Sheriff or Chief of Police.

The CCQ information is not logged locally on the TLETS Omnixx log. The messages are logged centrally at DPS. Operators are held accountable for the transactions they transmit.

DPS TCIC audit procedures have been updated to ensure proper procedures are followed for the Continuity of Care process:

- The local agency must have written guidelines regarding retention of data as described above.**
- DPS TCIC Auditors will verify that written procedures have been followed.**

Policies and Procedures

Due to the sensitivity of the data involved, access to the message key will be limited to those individuals having the TLETS CCQ_CERT. Operators must pass the certification test to maintain their certification. Operators are required to retest bi-annually.

The local agency must make a written request to DPS for access the Continuity of Care Transaction. Send written requests to one of the following:

TCIC Training Unit	<u>tcic.training@txdps.state.tx.us</u>
TLETS Training Unit	<u>tlets@txdps.state.tx.us</u>

Requests should identify the agency name, Agency ORI, the DPS (OMNIXX) User ID of all operators that need access to the transaction, and the mnemonic address of all workstations and/or interfaces that will be used to access the Continuity of Care Query (CCQ).

TLETS Message Key and Interpretation of Response

In Omnixx, the TLETS Transaction is found in the main menu under “Continuity of Care (CCQ)”



TLETS Message Key and Interpretation of Response

The screenshot shows a software window titled "CONTINUITY OF CARE QUERY". It contains several sections of data entry fields:

- AGENCY/CASE DATA:** Includes "Originating Agency Code (ORI)" with the value "TX9990000" and "Jail County (COU)" with a dropdown menu.
- PERSON DATA:** Includes "Last Name (LNA)", "First Name (FNA)", "Date of Birth (DOB)", "Sex (SEX)", "Social Security Number (SOC)", and "Race (RAC)".
- JAIL FACILITY DATA:** Includes "Jail Contact Person (JCN)" (JAIL PERSON), "Jail Name (JNM)" (NO SUCH JAIL), "Jail Address (ADR)" (5805 N LAMAR BLVD), "Jail City (CTY)" (AUSTIN), "Jail Zip Code (ZIP)" (78752), and "Jail Phone Number (PHO)" (555-555-5555).
- SPECIAL OPTIONS:** Includes "Control Field (CTL)".

Annotations on the right side of the form:

- A red bracket points to the "Jail County (COU)" field with the text: "Use Numeric County code of Jail".
- A red bracket points to the "Last Name (LNA)", "First Name (FNA)", and "Date of Birth (DOB)" fields with the text: "Last Name, First Name and Date of Birth are mandatory Use other fields to increase odds of finding an exact match".
- A red bracket points to the "JAIL FACILITY DATA" section with the text: "Jail Facility Data is pre-populated but can be modified".

- The Omnixx form pre-populates the “JAIL FACILITY DATA” where possible. This data may not be accurate and can be modified by the operator.
- Notify DPS if the information in the “JAIL FACILITY DATA” is not accurate, it can be updated to reflect the correct information.
- After completing the form, transmit the data to TLETS using the transmit ICON, Pressing CTRL-T, or by using the “+” key on the numeric keypad.

Interpretation of the DSHS Response

For each DSHS client, the response for DSHS will include:

- Match type**
- The unique client identification number**
- Client name**
- Client social security number**
- Social security number match (evaluative field)**
- Date of birth**
- Sex**
- Race**
- County**
- Name of the community center component**
- Community center phone number**
- The client's local case number**

The community center displayed as part of the DSHS Response may not be the community center located within the local jail's catchment area. In order to prevent duplication of service and/or diversion efforts, the local jail should only work with the community center within the local jail's catchment area should coordinate services and diversion efforts.

Interpretation of the DSHS Response

There are three possible match types:

1. Exact

- All the mandatory and non-mandatory person data was submitted and there was an exact match on all of the data.

2. Possible

- There was a match on some of the person data submitted.

3. No match found

- Neither a possible match nor an exact match were found.

Note: The response may contain multiple potential matches. Typically, only one "Exact" match will be listed in the matches; multiple possible matches could be displayed, especially in cases where a common name is involved.

Exact Match

An EXACT match indicates that the TLETS operator submitted last name, first name, date of birth, sex, social security number and race and the DSHS Database matched exactly on every submitted element.

REGARDING INQUIRY ON:

LNA/BOY.FNA/JOHN.DOB/12181977.SEX/Male.SOC/999999999.RAC/White.JCN/BOBSMITH.
JNM/CUT AND SHOOT PD.JCO/227.ADR/5805 S LAMAR
BLVD.CTY/WILLIAMSON.ZIP/78752.PHO/5124242419.

Match type:

EXACT

Client ID:

9999999

Client Name:

BOY, JOHN

SSN:

999-99-9999

SSN Match:

Y

DOB:

1977-12-18

Gender:

MALE

Race:

WHITE

County Code:

WILLIAMSON

Community Center Component:

BLUEBONNET

Community Center Phone:

512 555-5555

Community Center Case ID:

404088

Possible Match

A POSSIBLE match indicates that

- The TLETS operator submitted only part of the possible search criteria and the DSHS system matched on some of the data; and/or**
- The TLETS inquiry matched the DSHS system on last name, first initial, date of birth and sex; or**
- The TLETS inquiry matched the DSHS system on last name, first initial, birth year, sex and social security number; or**
- The TLETS inquiry matched the DSHS system on social security number, regardless of other data provided; or**
- The TLETS inquiry matched the DSHS system on the first 3 letters of the last name and the first initial and one of the year and month of birth, sex or social security number**

It is up to the TLETS operator to analyze the results to determine if the any of the possible matches is actually the subject.

It is advisable to contact the LMHA facility to make a determination on whether the subject in custody is the same person as the client referenced in the response.

Possible Match Example

The inquiry submitted to CMBHS matches some of the information at DSHS

REGARDING INQUIRY ON:

LNA/BOY.FNA/JOHN.DOB/19910526.SEX/Male.SOC/999999999.RAC/White.JCN/BOB
SMITH.JNM/CUT AND SHOOT PD.JCO/246.ADR/5805 S LAMAR
BLVD.CTY/GEORGETOWN.ZIP/78752.PHO/5124242419.

Match type:

POSSIBLE

Client ID:

9999999

Client Name:

BOY, JOHN

SSN:

999-99-9999

SSN Match:

Y

DOB:

1977-12-18

Gender:

MALE

Race:

WHITE

County Code:

WILLIAMSON

Community Center Component:

BLUEBONNET

Community Center Phone:

512 555-5555

Community Center Case ID:

404088

No Match Found Example

The inquiry submitted did not meet the criteria for an EXACT match or a POSSIBLE match.

REGARDING INQUIRY ON:

LNA/SIMPSON.FNA/MARGE.DOB/19570823.SEX/Male.SOC/212144669.RAC/White.JCN/TENA WATSON.JNM/CRS TLETS PROGRAM OFFICE.JCO/227.ADR/5805 N LAMAR BLVD.CTY/AUSTIN.ZIP/78752.PHO/5124247205.

No match found.

Questions

Additional questions and concerns may be relayed to

Texas Department of Public Safety

Crime Records Service

TCIC Control Room

512-424-2088

1-866-266-TCIC (1-866-266-8242)